

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ORIGINAL

ARIZONA CORPORATION COM  
UTILITY COMPLAINT FORM



Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 108482

Date: 2/12/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Arizona Corporation Commission  
**DOCKETED**

FEB 13 2013

Complaint By:      First: Sue      Last: Birk

Account Name: Sue Birk

Home:

Street:

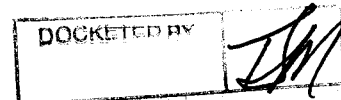
Work:

City: Maricopa

CBR:

State: AZ      Zip: 85138

is:



Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

Customer sent the following -

Rate Application  
Docket Number W-20446A-12-0314 and SW-20445A-12-0319

Sue Birk

Maricopa, AZ 85138

January 30, 2013

Comments:

We are two seniors whose Global Water monthly bill tells us that we have used 44% less water than our neighbors, however, our Global Water bill is currently the third highest monthly bill we have after our mortgage and car payment. Our annual water bill is even higher than our property taxes, auto or home insurance. Our average monthly Global bill rose from \$69.83 in 2110 to \$95.73 in 2012 for an increase of 37%. We have no way to reduce our bill since the increase came from raising our "Water Basic" from \$25.00 to \$27.68 and the "Waste Water" from \$33.00 to \$62.91. We can't understand the "Conservation Rebate". 2,566 gallons of water generates a \$3.00 rebate, 3,337 gallons generates \$4.06, 4,727 gallons generates \$5.98 rebate and 5,374 gallons a \$7.07. It seems that we are being rewarded for using more water and still this is called a "Conservation Rebate".

We realize that Maricopa has not grown as anticipated and that Global Water is not receiving the revenue they expected, however, we are recovering. Our new residential building permits increased in 2012 to 312 from 120 in 2011. Banner Health opened a new healthcare facility and Central Arizona College opened a new campus in 2012. The new municipal building will open in 2013 and we have broken ground for a multigenerational center. The opportunity is there for Global Water to increase revenue in the near future as Maricopa comes out of one of

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**UTILITY COMPLAINT FORM**

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the biggest real estate downturns in the whole United States. Just give us a chance.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed: 2/12/2013**

**Opinion No. 2013 - 108482**

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